

## Message Text

UNCLASSIFIED

PAGE 01 BANGKO 01247 171445Z  
ACTION SCSE-00

INFO OCT-01 H-02 ISO-00 /003 W  
-----171522Z 066477 /65  
P 171022Z JAN 77  
FM AMEMBASSY BANGKOK  
TO SECSTATE WASHDC PRIORITY 8299

UNCLAS BANGKOK 1247

FOR GISE FROM ANTIPPAS

E.O. 11652: NA  
TAGS: CASC (DEVRIES, ROBERT)  
SUBJECT: W/W ROBERT DEVRIES, ROBERT)

REF: A. STATE 007078  
B. 76 BANGKOK OM 8/30/76 AND PREVIOUS

1. APPRECIATE AND UNDERSTAND COMMENTS EXPRESSED IN REF-  
TEL A. SUGGEST DEPT. DRAW ON FOLLOWING IN RESPONDING  
CONGRESSMAN BURTON.

2. THIS EMBASSY IS CONCERNED THAT AMERICAN CITIZENS  
RECEIVE AT ALL TIMES PROMPT AND COURTEOUS SERVICE.  
IT MUST NEVERTHELESS BE APPRECIATED THAT IN THE SPRING  
OF -976, THE CONSULAR SECTION WAS UNDER EXTRAORDINARY  
PRESSURE DUE TO THE ACCELERATED MILITARY DRAWDOWN WHICH  
REQUIRED EXPEDITIOUS ISSUANCE OF PASSPORTS AND IMMIGRANT  
VISAS. THIS PRESSURE, CAME AT A TIME OF HEAVY NIV WORK  
AND WHEN THE NORMAL COMPLEMENT OF OFFICERS WAS DOWN  
BY TWO. AS SCS WILL RECALL THE SECTION CHIEF DID NOT  
REPLACE HIS PREDECESSOR FOR 4 MONTHS DUE TO SCA  
COMMITMENTS. WE SINCERELY REGRET IT IF MR. DEVRIES  
FEELS HE WAS SLIGHTED. THERE WAS OF COURSE NO  
APPOINTMENT SYSTEM EXCEPT FOR IV CASES. THEREFORE  
IT IS DIFFICULT TO RECONSTRUCT WHETHER MR. DEVRIES  
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WAS BY-PASSED BY OTHERS.

3. BRIEFLY, THE EMBASSY'S POLICIES ON LETTERS  
OF REFERRAL TO THAI IMMIGRATION HAS BEEN TO  
RESTRICT IT TO THOSE WHO HAVE A DEMONSTRATED NEED  
SUCH AS MEDICAL REASONS. THE RESTRICTION IS FOR  
OBVIOUS REASONS GIVEN THE LARGE NUMBERS OF AMERICANS

VISITING THAILAND (WITHOUT BENEFIT OF VISA FOR 15 DAYS STAY AND WITHOUT POSSIBILITY OF EXTENSION UNLESS THE INDIVIDUAL IS UNDER A DOCTOR'S CARE OR HE IS A USG EMPLOYEE OR DEPENDENT).

4. THE SITUATION AT THAT TIME DID NOT PERMIT THE USE OF A LOCAL TO TRANSLATE THE DOCTOR'S DOCUMENT, BECAUSE OF WORKLOAD IN THE COMPONENT UNITS OF THE CONSULAR SECTION. HOWEVER, PERSONNEL COMPLEMENT OF THE OFFICE HAS BEEN IMPROVED SINCE THEN AND TOGETHER WITH OTHER PROCEDURAL AND PHYSICAL CHANGES IN THE SECTION, A SIMILAR CIRCUMSTANCE SHOULD NOT ARISE. FOR EXAMPLE AMCITS ARE SEGREGATED FROM VISA APPLICANTS BY BOTH A NUMBERING SYSTEM AND DIFFERING SEATING ARRANGEMENTS. WHILE AN INDIVIDUAL MAY STILL HAVE TO WAIT JUST BECAUSE OF SHEER NUMBERS, THERE IS MORE A SENSE OF EQUITABLE TREATMENT WHICH HAS LESSENED COMPLAINTS SIGNIFICANTLY SINCE THE INCEPTION OF THE CHANGES IN SEPTEMBER. JIM KILEY RECEIVED AN INSIGHT INTO THESE ARRANGEMENTS WHEN HERE FOR THE EA CONSULAR CONFERENCE.

5. FINALLY, DEPARTMENT AND CONGRESSMAN BURTON SHOULD BE ASSURED THAT ABUSIVE TREATMENT OF AMERICAN CITIZENS IS NOT TOLERATED AND THAT WE SHARE CONGRESSMAN BURTON'S CONCERN THAT THE QUALITY OF SERVICE BE OF A HIGH STANDARD.  
WHITEHOUSE

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## Message Attributes

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**Current Classification:** UNCLASSIFIED  
**Concepts:** n/a  
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**Review Markings:**  
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